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PATENT APPLICATION  
10/679214

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Bushey *et al.*  
Serial No.: 10/679214  
Date Filed: October 3, 2003  
Confirmation No.: 5961  
Group Art Unit: 2614  
Examiner: Hong, Harry S.  
Title: ***System, Method and Software for a User  
Responsive Call Center Customer Service Delivery  
Solution***

**MAIL STOP AF**  
COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The undersigned certifies that this document was submitted to the U.S. Patent and Trademark Office via the electronic filing system (EFS) on the date indicated.

/joseph p lally/  
Joseph P. Lally

April 8, 2009  
Date

**RESPONSE TO FINAL OFFICE ACTION**

In response to the Final Office Action mailed October 8, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.

A petition extending the period for response is submitted herewith.